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A. INQUIRY FOR ADDRESSING A PERSISTENT ISSUE OR COMPLAINT

1: Name the issue

- The issue that needs to be resolved is:

2: Clarify the issue

- What's going on?
- How long has this been happening?
- How serious is it?

3: Determine the costs and impact of the issue

- How is this issue affecting me?
- What results are occurring because of this situation?
- How is this issue affecting others?
- How is this issue affecting the organization? (or family, relationship, etc.)
- What results are being caused for others in the organization because of this situation?
- How do I feel to be aware of these impacts now?

4: Describe the predictable future

- If nothing changes, what is likely to happen?
- What do I have at risk or to gain or lose in this situation?
- What's at risk for others?
- What is the emotional impact of seeing this?

5: Assessing my part in this

- What has been my contribution to causing this situation or allowing it to continue?

6: Describe the future you would like

- If this situation is resolved optimally, what difference would that make?
- What will be the positive impacts on others or the organization?
- What will be the positive impact or result for myself?
- When I consider these possible outcomes, what emotions do I discover?

7: Make a choice

- What is the most significant action I could take to begin resolving this favorably?
- What is or may seem to stop me from taking that action?
- What will I do about that?
- When will I take these actions?
- To whom will I make promises or commitments about these actions?